



BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

FILED

12/02/22

03:05 PM

C2212001

Jack Von Bulow, D.D.S.,

Complainant,

vs.

Southern California Edison Company (U338E)
and Southern California Edison d/b/a Edison
Carrier Solutions (U6096E),

Defendants.

Case

Complaint
(Rule 4.2)

COMPLAINANT	DEFENDANTS
<p>Jack Von Bulow, D.D.S. 9929 Las Tunas Drive, Suite B Temple City, CA 91780 T1: 626 285 3161 T2: 626-388-5857 E-mail: jvonbulow@templecitydental.com</p>	<p>Southern California Edison Company (U338E) Attn: Anna Valdborg, Director & Managing Attorney 2244 Walnut Grove Avenue Rosemead, CA 91770 T-626-302-6008 E-mail 1: Anna.Valdborg@sce.com E-mail 2: case.admin@sce.com</p> <p><u>AND</u></p> <p>Southern California Edison d/b/a Edison Carrier Solutions (U6096E) Attn: Marvene Raz, Advisor Contract Administrator 2 Innovation Way, 1st floor Pomona CA 91768 T: 909-274-3974 E-mail: ECSCCompliance@sce.com</p>

Original

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Jack Von Bulow, D.O.S.

COMPLAINANT(S)

vs.

(B)

Southern California Edison Co.

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES

☐ NO

Has staff responded to your complaint?

☒ YES

☐ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☒ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$ _____

Is your service now disconnected?

☐ YES

☒ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Jack Von Bulow, D.O.S.	9929 E. Las Tunas Dr. Temple City, CA. 91780	626/288-3161 / 624/388-6857

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
Southern California Edison	P.O. Box 800 Rosemead, CA 91770	800/950-2356

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

SEE ATTACHED PAGE

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☒ YES ☐ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

I'VE PAID SOUTHERN CALIFORNIA EDISON \$1,106.50 FOR 5-MONTHS
SINCE JUNE 16, 2022 FOR A TOTAL OF \$5,534.00.

MY BALANCE IS \$7,747.55

MY BALANCE, AS OF 5/13/2022 WAS \$13,184.23, TO BE PAID IN FULL ON
OVER 12-MONTHLY PAYMENTS

SEE FAILED TO COMMUNICATE WITH ME SINCE MARCH OF 2020

I SOLD MY DENTAL PRACTICE, TEMPLE CITY DENTAL CARE ON MAY 12, 2022

Explain fully and clearly the details of your complaint.

On May 13, 2022, the day after the sale of my 46-year-old dental practice, I received a Southern California Edison (SCE) Covid-19 Small Business Relief Payment Plan letter notifying me I had two past due payments and had been removed from the program. I owed SCE \$13,184.28.

On May 16, I couldn't login to SCE's website, my email address and even the Temple City Dental Care address didn't work. A customer service rep helped me login using an updated email address. Once inside the website, I saw my last recorded payment date was March 5, 2020.

From May 16 to May 27, I reached out to SCE customer service to no avail. A colleague suggested filing a complaint with the CPUC; I filed an informal complaint. I also wrote a column sharing my experience:

https://patch.com/california/arcadia/lights-were-was-sce-home-nodx?utm_source=linkedin&utm_medium=web&utm_campaign=share.

On August 3, Henry Lam, SCE Review Manager for Customer Service and Consumer Affairs informed me he had received a copy of the informal complaint filed with CPUC. He also shared I had been enrolled in paperless billing under an email address that had been updated on May 16, 2022. My Covid-19 Relief two past due payments were from November 2021 and January 2022; I didn't even know the program existed.

I had paid my SCE bills on time for 46-years, the statements had never been paperless. I hadn't requested paperless billing, and no one had reached out for updated information.

On August 10, I direct messaged SCE Vice President of Customer Service Lisa Cagnolatti on LinkedIn. I gave Ms. Cagnolatti the requested information and a link to the story I'd published; she promised to follow up.

On September 12, CPUC informed me they had received the SCE response to the informal complaint.

On September 22, I received the Consumer Affairs Branch (CAB) of CPUC's evaluation of the informal complaint. To say the least, I was disappointed. My complaint read like I was most concerned about my removal from the Covid-19 Relief program. The \$13,184.28 bill and 26-months of ZERO communication was my real issue. The SCE "investigation" also centered on two missed payments and the relief program. True, I didn't even know the program existed, but without it I might've wound up with a \$50,000 retirement tab. In SCE's response, they shared they were acting in accordance with their own SCE Rule #9: Rendering and Payment of Bills. I'm not sure they've read the "Rendering" part.

On October 10, Kari Gardner, SCE Senior Manager of Consumer Affairs emailed me to share Ms. Cagnolatti had asked her to contact me regarding my complaint. Gardner followed up with one email and then never responded.

I'm filing this formal complaint in response to SCE's complete failure in communication, follow-up, professionalism, and accountability; they obviously didn't even follow their own rules.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

My ongoing monthly payments are \$1,106⁸⁰ with seven payments remaining.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

I've paid \$6553.40 and have a balance of \$7,747.65 out of \$13,184.26. SLE did not bill me for 26 months, beginning with 4-month of business closure during stay-at-home during COVID-19. They billed paperless without my consent on correct email address. After 46 years of business, they attempted no alternate means of communication and have demonstrated no customer concern since. I'm requesting relief of all but one month of payments currently due: \$12,077.66


(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

jvonbulow@templecitydental.com

(J)

Dated Temple City, California, this 25th day of October, 2022
(City) (date) (month) (year)


Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)**REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 10/25/2022, at Temple City, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

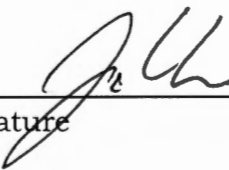
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

10/25/2022

Date

JACK VonBouwer, DDS

Print your name